

Notice of Allowability

Application No.

09/326,258

Examiner

Viet Vu

Applicant(s)

HANKEJH ET AL.

Art Unit

2154

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to 10/5/04.
2. ☒ The allowed claim(s) is/are 23-27.
3. ☐ The drawings filed on _____ are accepted by the Examiner.
4. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
a) ☐ All b) ☐ Some* c) ☐ None of the:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).
* Certified copies not received: _____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.
THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

5. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
6. ☒ ^{Formal} CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
(a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
1) ☐ hereto or 2) ☐ to Paper No./Mail Date _____.
(b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date _____.
Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
7. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

- | | |
|---|--|
| 1. <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 5. <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 2. <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 6. <input checked="" type="checkbox"/> Interview Summary (PTO-413),
Paper No./Mail Date _____ |
| 3. <input type="checkbox"/> Information Disclosure Statements (PTO-1449 or PTO/SB/08),
Paper No./Mail Date _____ | 7. <input checked="" type="checkbox"/> Examiner's Amendment/Comment |
| 4. <input type="checkbox"/> Examiner's Comment Regarding Requirement for Deposit
of Biological Material | 8. <input type="checkbox"/> Examiner's Statement of Reasons for Allowance |
| | 9. <input type="checkbox"/> Other _____ |

Examiner's Amendment:

1. An Examiner's Amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 C.F.R. 1.312. To ensure consideration of such an amendment, it **MUST** be submitted no later than the payment of the Issue Fee.

Authorization for this examiner's amendment was given by Mr. Dwyer on October 28, 2004.

2. The application has been amended as follows:

Claims 8-22 are canceled.

New claims 23-27 are added as follows:

--Claim 23. An Internet communications system comprising:

- a) a first user having a user web browser and a first web chat module wherein the first web chat module is configured to be integrated within the user web browser to form an integrated combination platform for enabling simultaneous web browsing and real-time chat functions,
- b) a service agent having a browser driving module and a second integrated web chat module for enabling simultaneous web browsing and real-time chat functions with the first user, wherein the browser driving module drives the user web browser to a location on the web selectable by the service agent without

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operational intervention by the first user during a chat session,

c) an iServer accessible via a link on the Internet for providing real-time web chat communications between the first user and the service agent, the iServer comprising:

i) a virtual queue, in response to the first user clicking on a special hyperlink button on a web site accessible to the user browser, for queuing user's request for a web chat session while the iServer notifies a logged-in service agent that the first user has made a request, wherein while the user's request is in the virtual queue the first web chat module is downloaded to the user web browser to form the integrated combination platform for enabling the first user to perform simultaneous web browsing and real-time chat functions,

ii) a virtual communications channel for joining the first user and the service agent in a session for web chat communications and collaborative web browsing,

iii) an application module for authenticating the first user and the service agent and for monitoring iServer usage.

Claim 24. The system of claim 23 wherein the first user is a customer.

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Claim 25. The system of claim 23 wherein the service agent is a second user.

Claim 26. The system of claim 23 wherein the service agent is a customer service representative (CSR).

Claim 27. The system of claim 25 further comprising a plurality of users, third and successive users each having a user web chat module and a user browser in an integrated combination like that of the first user, the integrated combination for the first, third and successive users connectable over the internet with the second user web chat module and its browser driving module for selectable simultaneous control of the first, third and successive user browsers by the second user chat module's browser driving module such that all other user browsers can simultaneously be driven to a same location on the web selectable by the second user, without operational intervention by any of the other users.--

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3. Any inquiry concerning this communication or earlier communications from the examiner should be directed to V. Vu whose telephone number is (571) 272-3977.



VIET D. VU
PRIMARY EXAMINER

V. Vu
10/29/04